

## **Quality Control Coordinator**

Michigan Voices is a 501(C)(3) organization that works to help build civic engagement capacity in progressive nonprofit organizations. Michigan Voices has over 100 table partners, which we provide with capacity support, regrants, data, and tools they need to help create a healthy and thriving democracy through a racial equity lens. We focus on Civic Engagement (voter education, registration, turnout, issue advocacy, and constituency engagement), Civic Access (voting rights and election administration), and Civic Representation (census and redistricting).

### **Position Overview:**

Michigan Voices seeks a highly motivated, detail-oriented person to join our voter registration team to administer Blocks, the database that we use to track voter registration. The primary roles of this position are a) to help administer the Blocks database and manage the quality control process which includes tracking and verifying voter registration data, and b) supporting the Michigan Voices Voter Registration Manager in a smooth interaction with Blocks with table partners. This role will also have a leading role in maintaining our voter registration data and training, and supporting our partner organizations with quality control and their voter registration programs as they use Blocks and other tools and technology to improve the efficacy of their voter registration work.

The **Quality Control Coordinator** will report to the Voter Registration Manager, Callie Bruley.

### **Primary Functions:**

- State-level administrator for Blocks, the database EVC and State Voices uses to track voter registration information.
- Creating user accounts, managing the access of different partner organization staff, and monitoring usage of Blocks.
- Providing training (individual and group) and technical support to partner organizations on Blocks, Voter Registration Quality Control, and Adobe Acrobat.
- Pulling regular reports and creating any necessary presentation materials about voter registration activity on a weekly basis.
- Develop “how-to” one-pagers / videos on Blocks, Voter Registration Quality Control best practices, and external tracking systems.
- Create and maintain documentation for the Data Department.
- Monitor the data transfer and raise alarms when drop-off rates are below the comfort level of the national team.
- Support the collection of voter registration forms from partners and scanning and redacting.
- Lead on holding groups accountable for addressing/resolving problems with quality control that come up in the phone/visual verification process.
- Build a re-training curriculum that is responsive to QC trends.
- Help partners build relationships with elected officials and/or coordinate that process.

- Train partners to understand quality control flags, problematic forms, and fraud.
- Support partners through the investigation process.
- Participate in site visits to partner offices and provide on-site guidance, as well as execute any assigned duties during book closing visits, as needed.
- Provide on-site and in-person trainings on programmatic aspects that relate to tools, reporting, and quality control.
- Kickoff/regional/ongoing trainings: Lead and co-facilitate in-person EVC trainings scheduled throughout the state and throughout the cycle.
- Be a part of the training team at EVC kick-offs and regional and ongoing training as needed.
- Notify and guide partner QC staff in expediting form deliveries throughout the program.
- In-state travel required.
- Other duties to support the voter registration program as needed.

**Qualifications:**

- Strong communication and relationship-building skills
- Relationships with community organizations across Michigan
- Attention to detail and tracking.
- Self-motivated in a work-from-home or hybrid office model
- Comfortable conducting meetings and trainings via Zoom
- Understanding of how power, privilege, and oppression manifest at the individual, interpersonal, institutional, and cultural levels. Personal commitment to learning and growth, especially around equity.
- Be able to clearly communicate a broad vision, goals, and steps to achieving those goals.
- Experience working in coalition with partners or experience working in diverse communities, particularly in communities of color.
- Reliable access to transportation.
- Some (any) experience working with the Voter Activation Network (VAN) and/or NGP EveryAction or other databases.
- Customer service-oriented attitude
- Desire to learn new skills and different ways of doing things.
- Detail and deadline oriented, highly organized, and thrive in a fast-paced team-oriented environment.
- Patience working with people of broad skill levels.
- Ability to respond promptly to time-sensitive requests.
- Ability to manage multiple projects concurrently and prioritize work.
- Creative approach to problem-solving and eagerness to troubleshoot complex issues.
- A strong commitment to the civic engagement of historically underrepresented communities.
- Ability to learn and use an online database platform.
- Diplomatic, professional approach to problem-solving.
- Ability to manage several tasks/projects concurrently and prioritize work effectively.
- Ability to work well under pressure, be detail-oriented and meet deadlines.

**Preferred Qualifications:**

- 1 cycle of experience in labor, political or community organizing, and political campaigns preferred.
- Prior experience with voter registration preferred.
- Strong Microsoft Excel skills preferred.
- Bilingual in English and Spanish (or another language) is a plus.

**Compensation:**

**This is a temporary, full-time position with a start date of April 15, 2024, and ending December 31<sup>st</sup>, 2024.** The salary for this position is **\$55,000**. Benefits include 75% health insurance coverage for employees and eligible family members. 100% coverage for dental and vision insurance is also offered, as well as short & long-term disability coverage, a \$75,000 life insurance policy, a 401k program, and various other ancillary benefits. We also offer a reasonable time off policy with paid vacation, sick time, and a gender-neutral parental leave policy.

**A Note to historically underrepresented candidates:**

Studies have shown that women, non-binary folks, and People of Color are less likely to apply for jobs unless they believe they meet every single one of the qualifications as described in a job description. We are committed to building a diverse and inclusive company and we are most interested in finding the best candidate for the job. That candidate may be one who comes from a background less traditional to our field of work, and that's okay. We would strongly encourage you to apply, even if you don't believe you meet every one of the qualifications described.

***Michigan Voices is an Equal Opportunity Employer.***

**To Apply:**

Please send your resume, a cover letter, and three references with Quality Control Coordinator Job referenced in the email subject to **jobs@michiganvoices.org**. This job will be posted until it is filled. Preference will be given to resumes received by March 25, 2024.